IFB STPD 12-001-B, C3-B-12-10-TS-12
Amendment #2, Rev. October 15, 2015

CALNET 3, Category 2.0:

Network Based Web Conferencing Services

Volume 2 –
Response to Unique Subcategory Requirements

TECHNICAL REQUIREMENTS RESPONSE

TECHNICAL REQUIREMENTS

CATEGORY 2 – NETWORK BASED WEB CONFERENCING SERVICES

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2.1 OVERVIEW

This Category 2 IFB provides the State's solicitation for best value solutions for network based web conferencing services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

2.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____"

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

"Bidder understands the requirements in Section xxx and shall meet or exceed them? Yes_____ No_____

Description:"

2.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in the IFB and are not included as billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Cost Worksheets are those that the Bidder must

provide. All Bidders must provide individual prices as indicated in the Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

2.1.3 PACIFIC TIME ZONE

Unless specific otherwise, all times stated herein are times in the Pacific Time Zone.

2.2 WEB CONFERENCING TECHNICAL REQUIREMENTS

2.2.1 Web Conferencing

The Contractor shall provide a web conferencing solution that includes the training and support necessary to allow users to fully utilize the solution. The solution shall be hosted in the Contractor's cloud using a Software-as-a-Service model. The solution shall not require the purchase of hardware, software or appliance. The solution shall allow users to use their desktop computer to collaborate in real time by using an Internet connection.

Collaboration shall include the sharing of applications, desktops, files, web URL's, web browsers, remote computers and whiteboards. Other than in-band conferencing (if offered), the solution must allow Customers flexibility to use a separate contractor (3rd party) to provide the audio conferencing portion of the conference.

Bidder understands the Requirement and shall meet or exceed it? Yes__X___ No_____

2.2.1.1 Web Conferencing Classes of End-Users

The Web Conferencing solution shall allow for three (3) classes of End-Users at a minimum:

1. Host – The user who initiates the web conference. The host can grant presenter rights to other conference participants. The host can also control the conference by inviting/expelling users to/from the conference, share content, conduct a poll, mute participant audio, etc.
2. Presenter – The user who controls the conference by inviting/expelling users to/from the conference, share content, conduct a poll, mute participant audio, etc. The presenter shall be able to grant/revoke presenter status to other participants.
3. Participant – A user who can engage in the audio portion of the conference, view shared resources such as applications, desktops, etc. In a Meeting, participants can also upload and distribute files, participate in polls, and participate in instant messaging (IM) conversations.

Bidder understands the Requirement and shall meet or exceed it? Yes__ X __ No_____

2.2.1.2 Web Conference Types

The Web Conferencing Solution shall support two (2) types of conferences.

1. Meeting – A conference type where all the participants can interact with each other as well as the host and presenter.
2. Webinar – A conference type where participants can only view materials shared by the presenter and listen to audio provided by the presenter. Participants cannot transmit audio or interact with each other.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3 Web Conferencing Features

The Web Conferencing solution shall offer the features detailed below.

2.2.1.3.1 Meeting Initiation

Allows the host to initiate a meeting without scheduling in advance, typically known as an "instant meeting". The host shall be able to invite participants to the instant meeting via email at the time of initiation. The host shall also be able to schedule a meeting in advance and invite participants via email. In both cases, the email shall contain all of the information needed by the participant to join the meeting. Typically such information would include meeting number, participant code, URL and information needed to join the audio conference.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.2 Content Sharing

The ability to share applications, desktops, files, web URL's, web browsers, remote computers and whiteboards. The host shall have the ability to pass control of the content to conference participants.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.3 Whiteboard

Allows the participant to utilize a drawing surface. The participant shall have access to drawing tools for lines, shapes, text and annotations. The participant shall be able to select from multiple font sizes and colors.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.4 Polling

The ability of the host to conduct a poll during the conference and view the results.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.5 Chat

The ability of conference participants to communicate with each other via instant messaging within the conference window. The participant shall be able to send an IM to all the other participants, to one (1) other participant privately or to the host privately.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.6 Participant List

The ability of the host to view, within the conference window, a list of conferencing participants. The list shall be updated in real time to reflect participants entering and exiting the conference.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.7 Video

The ability to share video with other participants via a webcam.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.8 Recording

The ability to record, edit and playback a web conference.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.9 Cross-Platform

The ability of the solution to operate with different desktop operating systems. The solution shall support at a minimum Microsoft Windows and Apple Mac OS.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.10 Integrated Audio

The ability of the host to control the audio conferencing portion of the conference from within the web conferencing window. There shall be an indicator that indicates who the active talker is. The host shall be able to mute the audio of selected participants. The host shall be able to add/drop audio participants. The solution shall be capable of giving a participant the option of being called back to join the audio conference upon entering the web conference.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.11 Mobility

The ability of a participant to join the conference via an application running on a mobile device. Mobile devices include phones, laptops and tablets. The mobility feature shall support Android and iOS operating systems. The mobility client shall allow the participant to view shared materials as described in content sharing above and participate in the audio conference portion of the conference.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.12 Secure Sockets Layer (SSL)

The ability to secure the conference session using 128-bit SSL encryption.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.13 Microsoft Outlook Integration

The ability to schedule, start and join web conferences from within Microsoft Outlook.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.2.1.3.14 PC to PC Calling

The ability to initiate voice over IP (VoIP) calls over the internet utilizing a PC, microphones and speakers. This capability shall be available as an audio option to integrated audio or 3rd party audio conferencing services. This feature shall only be used in conjunction with Web Conferencing services.

Table 2.2.1.a Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder Meets or Exceeds? Y	N	Bidder's Product Identifier
1	**Web Conferencing Named Host – per seat**	Web Conferencing with the features described in Section 2.2.1.3. Per seat rate for each named host up to a maximum of 15 participants with unlimited number of conferences. A Named Host is a user that purchases a license. Service shall be billed on a month-to-month basis with no term commitment.	Y		**NWNCA–MCINTVoIP**
	Bidder's Product Description: NWN will provide a Network Based Web Conferencing Solution that is billed on a month-to-month basis with no term commitments and is provided on a Per Seat basis for a maximum of up to 15 participants with an unlimited number of conferences. The solution will meet the requirement of supporting both a meeting and webinar conferencing types as required. In addition, the solution will provide training and support necessary to allow users to fully utilize the solution.				

The Contractor may offer additional unsolicited web conferencing features in Table 2.2.1.b.

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
1	**Meeting Center - A**	Hosted Web Conferencing Features – Interactive MultiMedia & Floating Panels	**NWNCA-MCA**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature plus provides the ability to integrate multimedia (such as PowerPoint, animation, etc.) and floating panels (a full screen view for audience with a secondary screen for the host to manage the presentation) into presentations. In addition, "Meeting Center A" provides integration with Collaboration products such as Jabber and Telepresence.		
2	**Meeting Center - B**	Hosted Web Conferencing Features – Desktop Integration Suite (with Microsoft Office)	**NWNCA-MCB**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature plus allows user to initiate meetings instantly from Microsoft Office, Microsoft Outlook, Lotus Notes, and a variety of instant messaging solutions.		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
3	**Meeting Center - C**	Hosted Web Conferencing Features – Cross Platform Support including Linux and Solaris	**NWNCA-MCC**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature plus works with Windows, Mac, Linux, Solaris, and UNIX.		
4	**Integrated Audio**	Hosted Web Conferencing Features – Audio Only Conferencing (includes toll-free and call back service)	**NWNCA-INTPSTN**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio only conferencing (includes toll-free and call back service). This solution is provided in addition to the Web Conferencing Feature.		
5	**Enterprise Edition WebEx**	Hosted Web Conferencing – Combines Meeting Center, Event Center, Support Center, and Training Center	**NWNCA-ENT**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature plus provides a comprehensive, flexible All-in-One bundle that combines the advantages of Meeting Center, Event Center, Support Center, and Training Center. Expands participants to 200.		
6	**Messenger (Cloud Jabber)**	Hosted Web Conferencing Features – Instant communication leveraging Jabber	**NWNCA-MJAB**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides the ability to communicate using instant messaging, voice, video and desktop collaboration using Jabber. This solution is provided in addition to the Web Conferencing Feature.		
7	**Federated WebEx (Integrated AOL)**	Hosted Web Conferencing Features – Instant communication leveraging AOL	**NWNCA-FW**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides the ability to communicate using instant messaging, voice, video and desktop collaboration using AOL. This solution is provided in addition to the Web Conferencing Feature.		
8	**Added Storage of Recordings**	Hosted Web Conferencing Features – Additional Storage for WebEx Recordings	**NWNCA-STR**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides additional Storage to Store WebEx meetings. This solution provides incremental GB additions to the Web Conferencing Feature for a Domain or select users within a Domain.		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
9	**Meeting Center Upgrade 15 to 25**	Upgrades the Web Conferencing Named Host, (NWNCA–MCINTVoIP) license to 25 participants	**NWNCA-MCVOIP15TO25**
	Bidder's Product Description: NWN will provide a Network Based Web Conferencing Solution that is billed on a month-to-month basis with no term commitments and is provided on a Per Seat basis for a maximum of up to 25 participants with an unlimited number of conferences. The solution will meet the requirement of supporting both a meeting and webinar conferencing types as required. In addition, the solution will provide training and support necessary to allow users to fully utilize the solution.		
10	**Event Center 500**	Cisco WebEx Event Center named host to support 500 participants	**NWNCA-EC500**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature. Expands participants to **500.**		
11	**Event Center 1,000**	Cisco WebEx Event Center named host to support 1,000 participants	**NWNCA-EC1000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature. Expands participants to **1,000.**		
12	**Event Center 3,000**	Cisco WebEx Event Center named host to support 3,000 participants.	**NWNCA-EC3000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that includes all of the requirements of the Web Conferencing Feature. Expands participants to **3,000.**		
13	**TF/CB Audio – 500,000**	PSTN Toll-Free or callback audio block of 500,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-CB500000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes toll-free and call back service). PSTN Toll-Free or callback audio block of **500,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature.		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
14	**TF/CB Audio – 50,000**	PSTN Toll-Free or callback audio block of 50,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-CB50000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes toll-free and call back service). PSTN Toll-Free or callback audio block of **50,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature.		
15	**TF/CB Audio – 10,000**	PSTN Toll-Free or callback audio block of 10,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-CB10000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes toll-free and call back service). PSTN Toll-Free or callback audio block of **10,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature.		
16	**TF/CB Audio – 2,500**	PSTN Toll-Free or callback audio block of 2,500 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-CB2500**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes toll-free and call back service). PSTN Toll-Free or callback audio block of **2,500** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature.		
17	**Toll Audio – 500,000**	PSTN Toll audio block of 500,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-TOLL500000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes Toll Call-In only service). PSTN Toll audio block of **500,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature. This solution is provided in addition to the Web Conferencing Feature.		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
18	**Toll Audio – 50,000**	PSTN Toll audio block of 50,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-TOLL50000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes Toll Call-In Only service). PSTN Toll audio block of **50,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature. This solution is provided in addition to the Web Conferencing Feature.		
19	**Toll Audio – 10,000**	PSTN Toll audio block of 10,000 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-TOLL10000**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes Toll Call-In Only service). PSTN Toll audio block of **10,000** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature. This solution is provided in addition to the Web Conferencing Feature.		
20	**Toll Audio – 2,500**	PSTN Toll audio block of 2,500 minutes per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-TOLL2500**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes Toll Call-In Only service). PSTN Toll audio block of **2,500** minutes per month. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature. This solution is provided in addition to the Web Conferencing Feature.		
21	**Toll Audio – 1**	PSTN Toll audio block of 1 minute per month. Minutes are shared across all hosts and participants across a company or organization site.	**NWNCA-INTPSTN-TOLL1**
	Bidder's Product Description: Fully Managed Web based Conferencing Service that provides audio conferencing that is integrated with the NWN Web Conferencing service (includes Toll Call-In Only service). PSTN Toll audio on a "**Per Minute**" basis. Minutes are shared across all hosts and participants across a company or organization site. This solution is provided in addition to the Web Conferencing Feature.		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
22	**NWN Fully Managed Technical Services (Standard Assist for Event Center Implementation)**	Standard assistance package for Event Center. Remote assistant provides hourly support of preproduction, postproduction and live event support	**NWNCA-SA**
	Bidder's Product Description: Standard assistance package for Event Center. Remote assistant provides hourly support of preproduction, postproduction and live event support. This solution is provided in addition to the Web Conferencing Enterprise Edition WebEx Feature.		
23	**Collaboration Meeting Room**	Additive license to allow video feature rich video optimized conference	**NWNCA-CMR**
	Bidder's Product Description: Fully Managed additive license to allow up to 25 standards-based video conference endpoints to participate in NWN Web Conference sessions. This solution is provided in addition to the Web Conferencing Feature		
24	**Additional Services**	Hourly services for website modifications, single sign-on, AD integration, application integration, or WebEx training.	**NWNCA-AS**
	Bidder's Product Description: Hourly services for website modifications, single sign-on, AD integration, application integration, or Web Conferencing training. This solution is provided in addition to the Web Conferencing Feature. Excludes "Standard Assist" Event Center services)		

Table 2.2.1.b Unsolicited Web Conferencing Features

Item #	Feature Name	Feature Description	Bidder's Product Identifier
	WebEx Active Host Services	**Hosted Web Conferencing Services for Enterprise-Wide Deployments as described in Section 2.2.1.3**	**Several – See Items 25-26 below**
	This service is designed to provide a cost-effective way for organizations that expect broad usage of web conferencing services to enable web conferencing across the entire enterprise, expect the usage to grow over time, and prefer a fixed monthly payment. In this model WebEx Active Host Services require a 1-year term commitment. The initial subscription order quantity (minimum 1-year term commitment) is based on 15 percent of the total employee count (with a minimum order quantity of 75 licenses, seats, or 500 employees); yet all employees then receive access to the web conferencing service. In year two, The service may be renewed annually; at the time of renewal, NWN will conduct an audit to calculate the number of active users averaged over the immediately preceding three-month period (months 9, 10, and 11) to determine the new subscription count order quantity. An employee is considered an active user if it they host one or more meetings per month. The year two subscription renewal order quantity is the average number of monthly active users as calculated in the audit, or the amount of the initial subscription 15 percent of the total employee count, whichever is greater, meaning that if the number of active users falls below 15 percent of the total employee base, the customer still needs to renew for the full 15 percent, and is also subject to the minimum order quantity of 75 seats. In addition, WebEx Active Host Services includes access for all employees receive access to a web-based instant messaging service (Jabber) to facilitate enhanced communication within the organization. Use of the instant messaging service by itself does not count against the active user totals for renewal audit purposes.		
25	**Web Conferencing – Active Host**	Hosted Web Conferencing Service – Organization-Wide	**NWNCA-MCAH**
	Bidder's Product Description: Provides a Network Based Web Conferencing Solution as described in Section 2.2.1.3 to all employees in an organization, billed on a month-to-month basis, for a maximum of up to 25 participants per meeting with an unlimited number of conferences. The service is provided under the WebEx Active Host guidelines as described in feature WebEx Active Host Services.		
26	**WebEx Enterprise Edition – Active Host**	Hosted Web Conferencing – Combines Meeting Center, Event Center, Support Center, and Training Center – Organization-Wide	**NWNCA-EEAH**
	Bidder's Product Description: Provides a Fully Managed Web based Conferencing Service to all employees in an organization that includes all of the requirements of the Web Conferencing Feature plus a comprehensive, flexible All-in-One bundle that combines the advantages of Meeting Center, Event Center, Support Center, and Training Center. Expands participants to 200. The service is provided under the WebEx Active Host guidelines as described in feature WebEx Active Host Services.		

2.3 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Provisioning Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA format, general requirements, and the Technical SLAs for the services identified in this solicitation.

2.3.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name - Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
   a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
   b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 2.2 (Web Conferencing Technical Requirements) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.3.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center.

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification.

In each instance of both methods the Contractor shall open a trouble ticket and monitor and report to Customer until service is restored.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.3.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

The Provisioning Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of the SLA description.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.3.5 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to the Provisioning SLA and all other CALNET 3 Technical SLAs (Section 2.2.7) presented by the Bidder:

1. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
2. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
3. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the Technical SLAs to CALNET 3 CMO for possible inclusion via amendments;
4. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;

5. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
6. The Customer Escalation Process (IFB-B SOW Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB-B SOW Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
7. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
8. SLAs apply 24x365 unless SLA specifies an exception;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor is required to provide service. Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET 3 Customer.
10. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with IFB-B SOW Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);
11. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
12. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

*Bidder understands the Requirement and shall meet or exceed it? Yes_* **X** *___ No_____*

2.3.6 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs:

2.3.6.1 Provisioning (M-S)

SLA Name: 2.3.6.1 Provisioning (M-S)

Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor's order confirmation notification or Contracted Service Project Work SOW in accordance with IFB-B SOW Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB-B SOW Business Requirements Section B.6 (Contracted Service Project Work).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request; and

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

Objective 1: Individual Service Request: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.

Objective 2: Successful Install Monthly Percentage per service Type: The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
Web Conferencing Named Hosts – per seat 1 - 50 seats	5	Coordinated/Managed Project
Web Conferencing Named Hosts - per seat 51 - 200 seats	10	Coordinated/Managed Project
Web Conferencing Named Hosts – per seat over 200 seats	15	Coordinated/Managed Project

SLA Name: 2.3.6.1 Provisioning (M-S)

Objective (s):

Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.

Objective 2: Successful Install Monthly Percentage per Service:

	Basic (B)	Standard (S)	Premier (P)	Bidders Objective Commitment (S or P)
Web Conferencing Named Hosts – per seat 1-50 seats	N/A	≥ 90%	≥ 95%	**P**
Web Conferencing Named Hosts – per seat 51-200 seats	N/A	≥ 90%	≥ 95%	**P**
Web Conferencing Named Hosts – per seat over 200 seats	N/A	≥ 90%	≥ 95%	**P**

Rights and Remedies	**Per Occurrence:** Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.
	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.

*Bidder understands the Requirement and shall meet or exceed it? Yes_ **X** ___ No_____*

2.3.6.2 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

*Bidder understands the Requirement and shall meet or exceed it? Yes_ **X** ___ No_____*

2.3.6.3 Proposed Unsolicited Offering

The Contractor shall provide SLAs as defined in SLA Section 2.3 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services..

*Bidder understands the Requirement and shall meet or exceed it? Yes_ **X** ___ No_____*

2.3.6.4 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 2.3.6.

*Bidder understands the Requirement and shall meet or exceed it? Yes_ **X** ___ No_____*